



Amendment No.6
to
Contract No. 5600 NS170000019
for
Online Legal and Investigative Research Tools
between
West Publishing Corporation
and the
City of Austin

- 1.0 The City hereby extends the above referenced contract until December 31, 2021.
- 2.0 The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 01/01/2017 – 12/31/2017	\$74,940.00	\$74,940.00
Amendment No. 1: Option 1 – Extension 01/01/2018 – 12/31/2018	\$77,184.00	\$152,124.00
Amendment No. 2: Option 2 – Extension 01/01/2019 – 12/31/2019	\$79,500.00	\$231,624.00
Amendment No. 3: Administrative Increase	\$60,000.00	\$291,624.00
Amendment No. 4 – Extension 01/01/2020 – 12/31/2020 Administrative Increase	\$61,000.00	\$352,624.00
Amendment No. 5 – Extension 01/01/2021 – 8/31/2021 Administrative Increase	\$62,000.00	\$414,624.00
Amendment No. 5 – Extension 9/1/2021 – 12/31/2021	\$0.00	\$414,624.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date:  July 21, 2021

Printed Name: Joshua Lawson
Authorized Representative

West Publishing Corporation
610 Opperman Dr.
Eagan, MN 55123-1396

Gil Zilkha

Digitally signed by Gil Zilkha
DN: cn=Gil Zilkha, o=City of Austin,
ou=Purchasing Office,
email=Gil.Zilkha@austintexas.gov, c=US
Date: 2021.08.04 14:09:11 -0500

Sign/Date: _____

Printed Name: _____
Authorized Representative

Sign/Date: _____

Printed Name: _____

City of Austin
Purchasing Office
124 W. 8th Street, Ste. 310
Austin, Texas 78701



Amendment No.5
to
Contract No. 5600 NS170000019
for
Online Legal and Investigative Research Tools
between
West Publishing Corporation
and the
City of Austin

- 1.0 The City hereby extends the above referenced contract until August 31, 2021. The City hereby exercises an administrative increase of \$62,000 for the subject contract.
- 2.0 The total contract amount is increased by \$62,000.00 by this amendment. The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 01/01/2017 – 12/31/2017	\$74,940.00	\$74,940.00
Amendment No. 1: Option 1 – Extension 01/01/2018 – 12/31/2018	\$77,184.00	\$152,124.00
Amendment No. 2: Option 2 – Extension 01/01/2019 – 12/31/2019	\$79,500.00	\$231,624.00
Amendment No. 3: Administrative Increase	\$60,000.00	\$291,624.00
Amendment No. 4 – Extension 01/01/2020 – 12/31/2020 Administrative Increase	\$61,000.00	\$352,624.00
Amendment No. 5 – Extension 01/01/2021 – 8/31/2021 Administrative Increase	\$62,000.00	\$414,624.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date:  12/28/2020

Printed Name: Linda M. Burton
Authorized Representative

West Publishing Corporation
610 Opperman Dr.
Eagan, MN 55123-1396

Sign/Date: **Gil Zilkha** Digitally signed by Gil Zilkha
DN: cn=Gil Zilkha, o=City of Austin,
ou=Purchasing Office,
email=Gil.Zilkha@austintexas.gov, c=US
Date: 2020.12.29 12:54:07 -06'00'

Printed Name: _____
Authorized Representative

Sign/Date: _____

Printed Name: _____

City of Austin
Purchasing Office
124 W. 8th Street, Ste. 310
Austin, Texas 78701



Amendment No. 4
to
Contract No. 5600 NS170000019
for
Online Legal and Investigative Research Tools
between
West Publishing Corporation
and the
City of Austin

- 1.0 The City hereby extends the above referenced contract until December 31, 2020. The City hereby exercises an administrative increase of \$61,000 for the subject contract.
- 2.0 The total contract amount is increased by \$61,000.00 by this amendment. The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 01/01/2017 – 12/31/2017	\$74,940.00	\$74,940.00
Amendment No. 1: Option 1 – Extension 01/01/2018 – 12/31/2018	\$77,184.00	\$152,124.00
Amendment No. 2: Option 2 – Extension 01/01/2019 – 12/31/2019	\$79,500.00	\$231,624.00
Amendment No. 3: Administrative Increase	\$60,000.00	\$291,624.00
Amendment No. 4 – Extension 01/01/2020 – 12/31/2020 Administrative Increase	\$61,000.00	\$352,624.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Gil Zilkha

Digitally signed by Gil Zilkha
DN: cn=Gil Zilkha, o=City of Austin,
ou=Purchasing Office,
email=Gil.Zilkha@austintexas.gov, c=US
Date: 2020.09.18 07:14:58 -0500'

Sign/Date: Charles W Holmsten 8/17/2020

Sign/Date: _____

Printed Name: Chuck Holmsten
Authorized Representative Senior SCM Consultant

Printed Name: Gil Zilkha
Authorized Representative _____

West Publishing Corporation
610 Opperman Dr.
Eagan, MN 55123-1396

Sign/Date: _____

Printed Name: _____

City of Austin
Purchasing Office
124 W. 8th Street, Ste. 310
Austin, Texas 78701



Amendment No. 3
to
Contract No. 5600 NS170000019
for
Online Legal and Investigative Research Tools
between
West Publishing Corporation
and the
City of Austin

- 1.0 The City hereby exercises an administrative increase of \$60,000 for the subject contract.
- 2.0 The total contract amount is increased by \$60,000.00 by this amendment. The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 01/01/2017 – 12/31/2017	\$74,940.00	\$74,940.00
Amendment No. 1: Option 1 – Extension 01/01/2018 – 12/31/2018	\$77,184.00	\$152,124.00
Amendment No. 2: Option 2 – Extension 01/01/2019 – 12/31/2019	\$79,500.00	\$231,624.00
Amendment No. 3: Administrative Increase	\$60,000.00	\$291,624.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date: John Nelson Digitally signed by John Nelson
DN: cn=John Nelson,
email=john.nelson@westpublish.com,
ou=TRM Mail Encryption Certificate
647Thomson Reuters Corporation
Date: 2019.09.16 10:47:44 -0500 09/16/2019 Sign/Date: _____

Printed Name: John S. Nelson, Director
Authorized Representative

West Publishing Corporation
610 Opperman Dr.
Eagan, MN 55123-1396

Printed Name: _____
Authorized Representative

Sign/Date: [Signature] 9/16/19

Printed Name: Gil Zilkha

City of Austin
Purchasing Office
124 W. 8th Street, Ste. 310
Austin, Texas 78701



Amendment No. 2
to
Contract No. 5600 NS17000019
for
Online Legal and Investigative Research Tools
between
West Publishing Corporation
and the
City of Austin

- 1.0 The City hereby exercises this extension option for the subject contract. This extension option will be January 01, 2019, through December 31, 2019. No options remain.
- 2.0 The total contract amount is increased by \$79,500.00 by this extension period. The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 01/01/2017 – 12/31/2017	\$74,940.00	\$74,940.00
Amendment No. 1: Option 1 – Extension 01/01/2018 – 12/31/2018	\$77,184.00	\$152,124.00
Amendment No. 2: Option 2 – Extension 01/01/2019 – 12/31/2019	\$79,500.00	\$231,624.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

John
Sign/Date: Nelson 12/17/2018

Digitally signed by John Nelson
DN: cn=John Nelson,
email=john.s.nelson@thompsonreuters.c
om, ou=TRM Mail Encryption Certificate,
o=Thomson Reuters Corporation
Date: 2018.12.17.09.38.50 -0500

Sign/Date: Bartley Tyler 12/17/18

Printed Name: John S. Nelson, Director
Authorized Representative

Printed Name: Bartley Tyler
Authorized Representative

West Publishing Corporation
610 Opperman Dr.
Eagan, MN 55123-1396

Sign/Date: James T. Neward

Printed Name: JAMES T. NEWARD

City of Austin
Purchasing Office
124 W. 8th Street, Ste. 310
Austin, Texas 78701

12/17/18



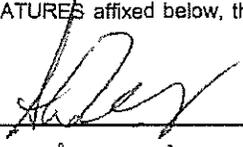
Amendment No. 1
to
Contract No. NS17000019
for
Online Legal and Investigative Research Tools
between
West Publishing Corporation
and the
City of Austin

- 1.0 The City hereby exercises the extension options for the above-referenced contract. Effective December 29, 2017 the term for the extension option will be December 29, 2017 through December 28, 2018 with one (1) option remaining.
- 2.0 The total contract amount is increased by \$77,184.00 for the current extension option period. The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 01/01/2017 – 12/31/2017	\$74,940.00	\$74,940.00
Amendment No. 1: Option 1 – Extension 01/01/2018 – 12/31/2018	\$77,184.00	\$152,124.00

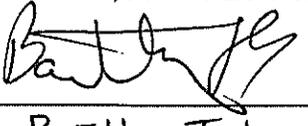
- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date:  1/9/2018

Printed Name: Alex Medrano
Authorized Representative

West Publishing Corporation
610 Opperman Dr.
Eagan, MN 55123-1396
jennifer.koithan@tr.com

Sign/Date:  1/9/18

Printed Name: Paula Barriffe
Procurement Specialist I - IT Procurement
City of Austin
Purchasing Office

CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

OFFICE USE ONLY CERTIFICATION OF FILING

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.
West Publishing Corporation
EAGAN, MN United States

Certificate Number:
2016-146161

Date Filed:
12/14/2016

Date Acknowledged:

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.
Austin Legal Department

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.
PR#24627
online research database

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary

5 Check only if there is NO Interested Party.

6 AFFIDAVIT

I swear, or affirm, under penalty of perjury, that the above disclosure is true and correct.



Cindy Hansen

Signature of authorized agent of contracting business entity

AFFIX NOTARY STAMP / SEAL ABOVE

Sworn to and subscribed before me, by the said Cindy Hansen, this the 14th day of December, 2016, to certify which, witness my hand and seal of office.

Alicia A. DeGross Alicia A. DeGross Sr. Contract Administration & Compliance Associate
Signature of officer administering oath Printed name of officer administering oath Title of officer administering oath



City of Austin FSD Purchasing Office

Certificate of Exemption

DATE: 11/08/2016 DEPT: Law Department
TO: Purchasing Officer or Designee FROM: Lisa Nickle
BUYER: Jim Howard PHONE: (512) 974-2443

Chapter 252 of the Local Government Code requires that municipalities comply with the procedures established for competitive sealed bids or proposals before entering into a contract requiring an expenditure of \$50,000 or more, unless the expenditure falls within an exemption listed in Section 252.022.

Senate Bill 7 amended Chapter 252 of the Local Government Code to exempt from the requirements of such Chapter expenditures made by a municipally owned electric utility for any purchases made by the municipally owned electric utility in accordance with procurement procedures adopted by a resolution of its governing body that sets out the public purpose to be achieved by those procedures. The Austin City Council has adopted Resolution No. 040610-02 to establish circumstances which could give rise to a finding of critical business need for Austin Energy.

This Certification of Exemption is executed and filed with the Purchasing Office as follows:

1. The undersigned is authorized to submit this certification.
2. The undersigned certifies that the following exemption is applicable to this purchase. (Please check which exemption you are certifying)

- a procurement made because of a public calamity that requires the immediate appropriation of money to relieve the necessity of the municipality's residents or to preserve the property of the municipality
- a procurement necessary to preserve or protect the public health or safety of municipality's residents
- a procurement necessary because of unforeseen damage to public machinery, equipment, or other property
- a procurement for personal, professional, or planning services
- a procurement for work that is performed and paid for by the day as the work progresses
- a purchase of land or right-of-way
- a procurement of items available from only one source, including: items that are available from only one source because of patents, copyrights, secret processes, or natural monopolies; films, manuscripts, or books; gas, water, and other utility services; captive replacement parts or components for

- equipment; books, papers, and other library materials for a public library that are available only from the persons holding exclusive distribution rights to the materials; and management services provided by a nonprofit organization to a municipal museum, park, zoo, or other facility to which the organization has provided significant financial or other benefits
- a purchase of rare books, papers, and other library materials for a public library
- paving, drainage, street widening and other public improvements, or related matters, if at least one-third of the cost is to be paid by or through special assessments levied on property that will benefit from the improvements
- a public improvement project, already in progress, authorized by voters of the municipality, for which there is a deficiency of funds for completing the project in accordance with the plans and purposes as authorized by the voters

- a payment under a contract by which a developer participates in the construction of a public improvement as provided by Subchapter C, Chapter 212
- personal property sold: at an auction by a state licensed auctioneer; at a going out of business sale held in compliance with Subchapter F, Chapter 17, Business & Commerce Code; by a political subdivision of this state, a state agency of this state, or an entity of the federal government; or under an interlocal contract for cooperative purchasing administered by a regional planning commission established under Chapter 391
- services performed by blind or severely disabled persons
- goods purchased by a municipality for subsequent retail sale by the municipality
- electricity
- advertising, other than legal notices
- Critical Business Need (Austin Energy Only)

3. The following facts as detailed below support an exemption according to Section 252.022 of the Local Government Code for this purchase. Please verify the steps taken to confirm these facts. If you are citing the following exemptions, please provide the additional information requested below. A more detailed explanation of these exemptions is attached.

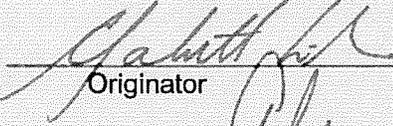
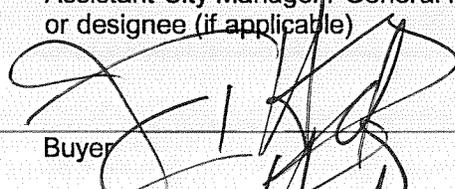
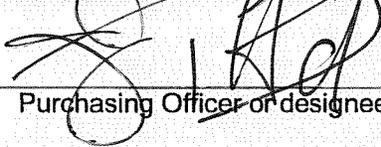
- **Preserve and Protect the Public Health and Safety** – Describe how this purchase will preserve and protect the public safety of residents.
- **Sole Source** – Describe what patents, copyrights, secret processes, or natural monopolies exist. Attach a letter from vendor supporting the sole source. The letter must be on company letterhead and be signed by an authorized person in company management.
- **Personal Services** – Describe those services to be performed personally by the individual contracted to perform them.
- **Professional Services** – Describe what mainly mental or intellectual rather than physical or manual and/or disciplines requiring special knowledge or attainment and a high order of learning, skill, and intelligence are required to perform this service.
- **Planning Services** – Describe the services primarily intended to guide governmental policy to ensure the orderly and coordinated development of the state or of municipal, county, metropolitan, or regional land areas.
- **Critical Business Need** – Describe the procurement necessary to protect the competitive interests or position of Austin Energy.

Westlaw is an important business need and is proprietary. It is only available from Thomson Reuters.

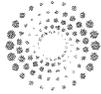
4. Please attach any documentation that supports this exemption.
5. Please provide any evaluation conducted to support the recommendation. Include the efforts taken to ensure the selected vendor is responsible and will provide the best value to the City (Ex: evaluation of other firms, knowledge of market, etc).

The Law Department uses these online research tools to provide the best legal advice and counsel to City clients. Westlaw provides the best combination of materials and national resources, while allowing Law Department attorneys to conduct research in ways that are convenient and cost effective.

6. Because the above facts and documentation support the requested exemption, the City of Austin intends to contract with Thomson Reuters which will cost approximately \$ 231,624.00 (Provide estimate and/or breakdown of cost).

Recommended Certification		11.09.16
	Originator	Date
Approved Certification		11/9/16
	Department Director or designee	Date
	Assistant City Manager / General Manager or designee (if applicable)	Date
Purchasing Review (if applicable)		11/10/16
	Buyer	Date 
Exemption Authorized (if applicable)		11/10/16
	Purchasing Officer or designee	Date

02/26/2013



THOMSON REUTERS

Jennifer M. Koithan
Client Manager, Government

127 Fawnlake Drive
Houston, TX 77079
Phone: 713-419-7355
jennifer.koithan @tr.com

November 9, 2016

Ms. Lisa Nickle
Financial Manager
City of Austin Law Department
301 W. Second Street
Austin, TX 78701

RE: Sole Source Designation—Thomson Reuters Westlaw

Dear Ms. Nickle:

Thomson Reuters (West Publishing Corporation) provides a legal research solution via Westlaw. This letter is to confirm West's status as the sole source provider for Westlaw, which includes the exclusive content, features, and services listed on the following page.

Westlaw provides legal researchers with access to exclusive resources, proprietary tools, and technology that no other research provider can offer, such as the following:

- **Authoritative content**—With the most trusted primary law resources and leading analytical titles that are cited most often in court—all in one place and always available—researchers have access to all of the relevant information they need to answer a legal question.
- **Attorney-editor enhancements**—For more than a century, our attorney-editors have been analyzing, summarizing, and classifying the law. By developing proprietary innovations like the West Key Number System, KeyCite, and notes of decisions, we make the content better organized and connected so it's easier for researchers to find, validate, and interpret the law.
- **Industry-defining technology**—Our research innovations, such as WestSearch, the award-winning iPad app, folder sharing, and Graphical Statutes connect content and our proprietary analysis of the law in unparalleled ways so that legal professionals can conduct research faster and with more accuracy. Advanced, yet intuitive, easy-to-use functionality also helps researchers be more efficient.

With Westlaw, researching is more complete, accurate, and efficient.

If you have any questions concerning this document or require additional information, please do not hesitate to contact me.

Sincerely,

Jennifer M. Koithan

Westlaw

Exclusive Content

- **National Reporter System**—Since 1879, our National Reporter System has compiled and organized federal and state case law into a cohesive body of law that can be researched within and across jurisdictions.
- **West Key Number System**—The West Key Number System, is the master classification system of U.S. law and is widely regarded as the cornerstone of effective legal research. It helps users to quickly locate and identify cases with the same or similar legal concepts in any jurisdiction in the U.S.
- **Editorial Enhancements**—For more than 100 years, our attorney-editors have been providing editorial enhancements to case law, statutes, and other legal materials. No other research service can match our editorial experience. Our exclusive enhancements include headnotes (more than 350,000 created annually), synopses (more than 60,000 created annually), and parallel citations (more than 500,000 added annually). Our headnotes are classified to the exclusive West Key Number System.
- **Correction and Verification Process**—Our attorney-editors provide the most exhaustive verification and correction process in the legal publishing and information industry. We are the only legal information provider to engage in these quality control steps to ensure the accuracy and reliability of the data.
- **West Key Number Digest System**—The West Key Number Digest System has been an essential case-finding tool since the United States Digest was first published in 1848. A digest is a multi-volume index to the law consisting of major topic headings, thousands of subheadings, and short summaries of legal propositions stated in published cases, referred to as headnotes.
- **Uniform Laws Annotated (ULA)**—The ULA provides an extensive reference to the text of uniform laws, prepared under the sponsorship of the National Conference of Commissioners on Uniform State Laws and the American Law Institute. ULA examines acts recommended for adoption in all states, pinpoints state variations, and includes annotations to cases decided in adopting jurisdictions.
- **Restatements of the Law**—The Restatements are principles of black letter law distilled from case law. Restatements on Westlaw provide a section's black letter law, reporter's notes, commentary, illustrations, and annotations in one document. First Restatements of the Law, available exclusively on Westlaw, can help researchers trace the evolution of a law, or an area of law, and aid in the interpretation of older cases that rely on First Restatement sections.
- **American Jurisprudence Library**—The American Jurisprudence library provides fast, authoritative answers to many aspects of civil, criminal, substantive, and procedural law. Westlaw provides exclusive online access to the full library.
- **Corpus Juris Secundum (CJS)**—CJS helps researchers understand unfamiliar areas of law by providing links to cases, statutes, regulations, key numbers, restatements, and more. CJS covers the full breadth and depth of the law, is cited to tens of thousands times by the courts, and is fully integrated with the West Key Number System.
- **Briefs**—Westlaw provides access to an extensive and exclusive collection of appellate briefs at both the federal and state levels. As of October 2014, Westlaw contains more than 2.8 million separate documents and the number of briefs is growing monthly.
- **National Reporter Images**—National Reporter Images provides cost effective, easy access to an exact electronic copy of a National Reporter System case.
- **Practical Law**—Practical Law provides legal know-how that gives lawyers a better starting point. Attorney-editors create and maintain thousands of up-to-date, practical resources. We go beyond primary law and traditional legal research to give lawyers the resources needed to practice more efficiently.

Exclusive Features and Services

- **WestSearch**—WestSearch, a search engine designed specifically for law, incorporates over 140 years of proprietary analysis of the law and exclusive tools such as key numbers, KeyCite, headnotes, notes of decisions, indexes, and secondary sources to deliver relevant documents.
- **Research Recommendations**—Westlaw makes recommendations, detecting legal-issue patterns in users' document interactions during research sessions. Users can find additional relevant documents and Key Numbers recommended from West's editorial tools and common usage patterns.
- **Westlaw Answers**—Westlaw provides specific answers to common types of legal questions. Users can click on links to authoritative court decisions and view questions appearing in a type-ahead display, with the answers appearing above the search results.
- **KeyCite** — A full-service citator that helps determine whether a case or statute is good law by tracing its history. KeyCite retrieves all citing references which includes cases, statutes, administrative materials and secondary sources.
- **Case Summaries**—These editorially created summaries help researchers to move through result lists efficiently, providing understanding at a glance what a case is about.
- **Folder Analysis**—Westlaw makes suggestions, identifying the legal issues present through automatic analysis of cases in a folder. Users can view additional recommended cases, see a visual representation of issues, and navigate documents by issue.
- **Research Report**— Westlaw assembles professional reports, summarizing research in users' folders. Users can navigate reports with Table of Contents links, display all notations (including shared notes), and edit notes from the summary screen.
- **Visual Indicators**—Westlaw helps researchers easily determine when they've already viewed or worked with a document. Icons for Already Viewed, Folders, and Notes help researchers to avoid retracing their steps.
- **System Availability**—West's expertly trained staff helps ensure that uninterrupted Westlaw service is provided 24 hours a day, 7 days a week, 365 days a year.